

Customer Service

Elective Course

The Governmental Services Center completed research in 1999 to identify key competencies needed to be successful as a manager in the public sector. These competencies have also been linked to each workshop offered by GSC. Below is the list of six key competencies identified in this research with the specific competency(ies) identified for this particular workshop in bold, italics lettering.

Personal Development

- ***Self objectivity***
- ***Self confidence***
- ***Being proactive***
- ***Personal and professional credibility***

Interpersonal Skills

- ***Oral and written communication***
- ***Adapting interpersonal style to meet the needs of people and situations***
- ***Coaching and developing others***
- ***Leadership style flexibility***

Critical Thinking

- Fact-based approach to problem-solving and decision making

Organizational Performance

- ***Organizational communication***
- ***Goal setting, coaching, and evaluating***

Service Orientation

- Maintaining a customer and service delivery focus

Technical Skills

As you continue your learning and want to expand your knowledge in this particular area, we also recommend you consider taking the following workshops, which complement this course. They are Interpersonal and Organizational Communication and Leadership II.